

# Exhibit E

## to Hawkins Declaration

Plaintiffs' Motion for Class Certification

Michel et al. v. Nat'l Collegiate Student Loan Trust 2007-2 et al., No. 18-CV-1781

Bifulco et al. v. Nat'l Collegiate Student Loan Trust 2004-2 et al., No. 18-CV-7692



**NCO Financial Systems, Inc.  
Affidavit & Media Ordering Manual  
V10.0**

Organizational Area(s): *NCO Attorney Network Services*

Procedure For: *Affidavit & Media Ordering Manual*  
*V10.0*

Responsible Individual/Title: *Shatrina Cosby*  
*NCO Attorney Network Services*

*Walter Leicher*  
*VP, Operations*  
*NCO Attorney Network Services*

## 2.0 Media Submission Process

Monday July 2, 2012, NCO implemented the first phase of the new media and affidavit processing system (MAPs). The table below identifies all active media and affidavit PCODEs for NCO along with a description for each.

<b>Media and Affidavit Firm Request Codes to NCO</b>	<b>PCODE Description</b>
S126	Request for Affidavit
S127	Request for 12 months of Statements from Charge off Date
S128	Request for Application
S129	Request for Specific Statement Date Range (See Below)
Z105	Request for Charge off statement
Z106	Request for Terms /Card Member Agreements
Z107	Request for Payment History
Z108	Request for Deficiency Notice
Z111	Request for Bill of Sale/Assignment
Z112	Request for Loan Documents
Z113	Request for Notice of Intent
Z114	Request for Chain of Title

  

<b>NCO Return Codes to Firms</b>	<b>PCODE Description</b>
Z121	Media Request is Fulfilled
Z128	Media is Not Available
Z130	Duplicate Request

The return codes will identify which request is either fulfilled, not available, or a duplicate.

\*Only the PCodes listed in the table above should be submitted for media or affidavit requests. All others will be marked as invalid and the request will be discarded.

### **S129 P Code Comment Format:**

Specific Statement: MM/YYYY

Range of Statements: MM/YYYY – MM/YYYY

- *If you do not enter a statement range, your request will default to 12 months of statements from the charge -off date.*

The table below identifies the media available by client as well as the corresponding pcode for each. Please be sure you are only requesting media which the client provides.

### Client PCode Availability Table

	S126	S128	S127-S129-Z105	Z107	Z106	Z111	Z112	Z114
ANS Client	Affidavit	Applications	Statements	Payment History	Terms/Card Member Agreements	Bill of Sale/Assignment	Loan Documents	Chain of Title
[REDACTED]	X	X	X		X			
[REDACTED]	X	X	X		X			
[REDACTED]	X	X	X		X			
[REDACTED]	X		X		X			
[REDACTED]	X	X	X		X			
[REDACTED]	X	X	X		X			
FMH/National Collegiate Trust	X			X			X	
[REDACTED]	X	X	X		X	X		X
[REDACTED]	X	X	X		X	X		X
[REDACTED]	X	X	X		X	X		X
[REDACTED]	X	X		X	X		X	
[REDACTED]	X		X					

If you request an item that is not available by client, your request is invalid and you will receive a pcode Z128 for that request.

#### Media Type Exceptions

- [REDACTED]
  - Applications are not available prior to two years from the current year
  - Statements are not available prior to five years from the current year
- [REDACTED]
  - Statements are not available prior to 6 years from current year
- [REDACTED]
  - Statements are not available prior to 2007
  - Applications are not available prior to 2005

Prior to ordering media please ensure the following:

- Account Status is active, inactive account statuses include but are not limited to:
  - Garnishments
  - SIF
  - PIF
  - Bankruptcy
  - Judgment
  - Deceased
  - Recalled